

## Working with Cases: Advisors

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### Viewing Case List

- Login to Navigate
- Click *folder with bookmark icon*.
- The default view shows all *open* cases which are assigned to *you*.



Cases for Students Enrolled in Selected Term

**HUNTER**  
The City University of New York

Status: Open

Care Unit: All Student: Anyone Opened By: Anyone Assigned To: Anyone Alert Reasons: Any Reason Date Opened: to

Search

'Actions' to close multiple cases at once.

Instructor that issued the alert.

'Manage Case' to view detail and add comments.


Filter the default view

STUDENT	STATUS	CARE UNIT	REASON	DATE OPENED	OPENED BY	DATE UPDATED	UPDATED BY	ASSIGNED TO	CASE OWNER
<input type="checkbox"/>	Open		Prioritize for Advising Outreach	09/22/2020	Dara Meyers-Kingsley	09/22/2020	Brian Buckwald	Bertha Peralta	Manage Case

## Viewing Case Detail / Add Comment

- Click [Manage Case] to view details (1), add comments (2), or close case (3).

### MANAGE CASE ✕



**Brian Buckwald**  
Reason: Prioritize for Advising Outreach

Owner

Select an owner

Class: HUM-20100-X-M1-LEC Explorations in the Arts




Assignees

✕ Bertha Peralta

Discard Save Changes

Case Activity:

09/22/2020

-  Brian Buckwald assigned case to Bertha Peralta. 02:49PM
-  Brian Buckwald opened case. 02:49PM
-  Brian Buckwald added comment: 1  
this is where faculty comments from early alert system appear

2 Add Comment

cancel 3 Close Case

## Closing a Case

- Click [Manage Case] or use [Actions] and tickboxes to close a case.
- Select a Case Outcome
  - “Student Took Recommended Action”
  - “Student Did not Respond”
- Add a comment. This is the last opportunity to share details.
- Click [Submit].

**CLOSE CASE** ✕

Student:

Reason(s): Prioritize for Advising Outreach

Outcome:

Comment:

[cancel](#)

## Student Profiles

- Cases and Alerts also appear on Student Profile page. They are not visible to students.
- (Figure 1) See “Staff Alerts” in right column for links to active Cases and/or recent Alerts.
- (Figure 2) Cases and Alerts also appear in “History” tab alongside recent appointments.

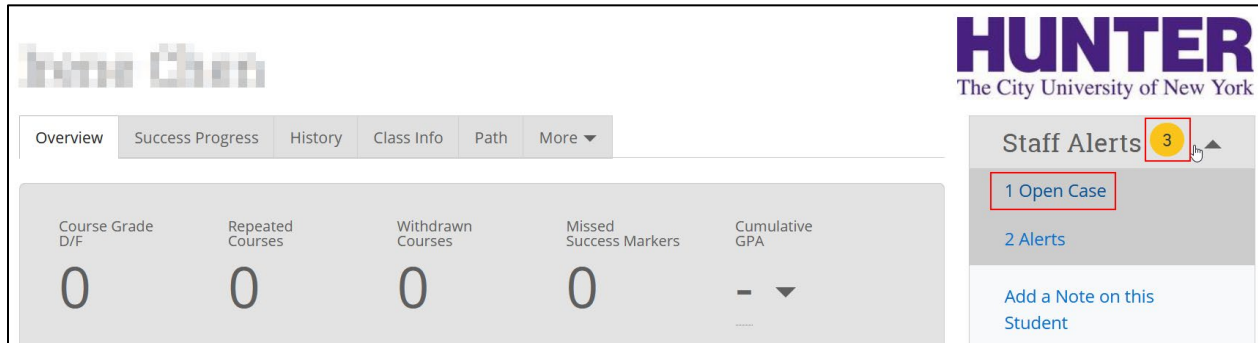


FIGURE 1

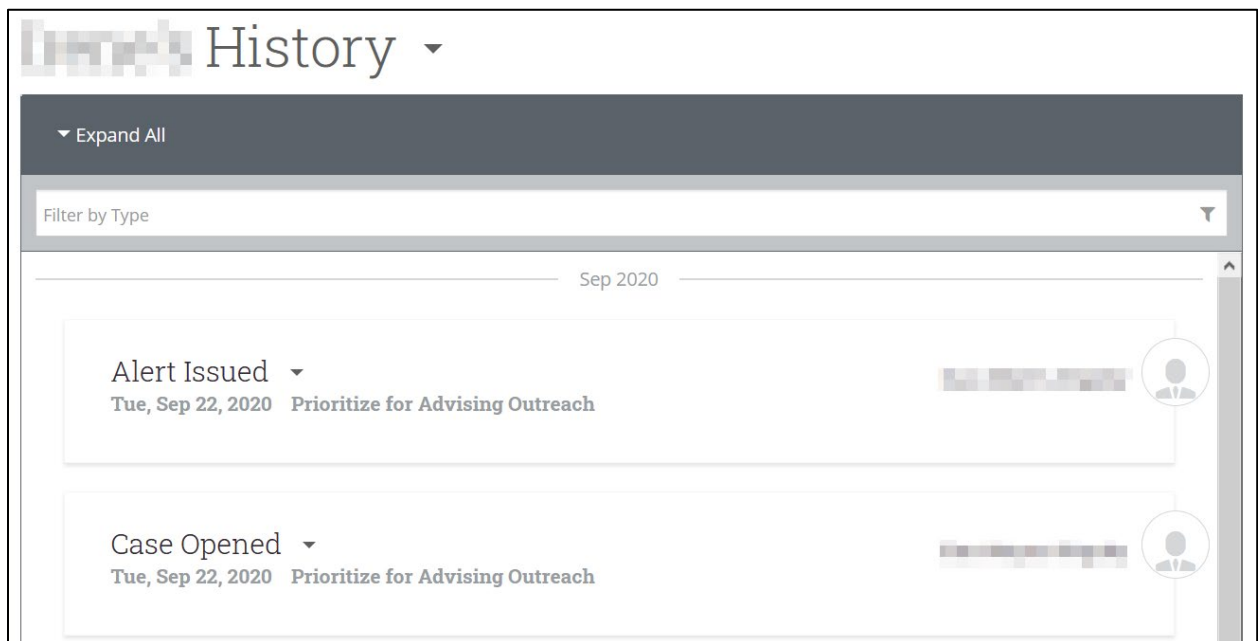


FIGURE 2